WESTON SCHOOL PROCEDURE FOR DEALING WITH CONCERNS OR COMPLAINTS

The school places strong emphasis on caring, understanding relationships between staff and parents. We encourage transparent, honest communication between the parties involved. Following this procedure will ensure a fair resolution is reached. Everyone has a right to a support person throughout this procedure.

Your **concern** is with a particular individual, a classroom matter, a day-to-day event or procedure.

Yes

Arrange a time to speak with the staff member by contacting them by email or phone the school for an appointment. Outline what your concern is about before you meet.

Talk with the person concerned. Be prepared to listen to each other's point of view. This may require more than one meeting and/or involve the Deputy Principal, the SENCO or the team leader.

It may be necessary for you or the person you have met with to do some investigation and meet again. Communicate with staff member as to whether the concern or problem is resolved.

Concern has been resolved?

Yes

No

Your **concern or problem does not involve a classroom matter or particular staff member or has not been resolved by the previous meeting/s.**

Yes

Make a time to meet with the Principal – email them, or phone the school office to request an appointment. Outline what your concern is about. Indicate before the discussion what the concern is about and the steps you have taken to remedy it.

Discuss with the Principal about your concern. Be prepared to listen to their point of view.

It may be necessary for you or the Principal to do some investigation and meet again.

Concern has been resolved?

Yes

No

Your concern has not been resolved through the previous procedure, or the concern is with the Principal or School Board.

Yes

You now have a **complaint.**

Write to the Board outlining your problem, concern or complaint in detail and all actions taken to date.
The Presiding Member will need to ensure the correct process has been followed before the Board will consider this matter and may direct back to the staff member or Principal. Include your name, signature, and contact details. Your complaint will be acknowledged along with an expected timeframe for resolution.

The Board will not accept any complaint unless it is in writing, signed and a reasonable attempt has been made to resolve the issue through this process.
Once the Board has considered and resolved the complaint, the Board will endeavour to convene a follow-up contact within 1 month.

Complaint has been resolved.

Yes

No

Refer back to the Board OR you may wish to write to the Ombudsman

No further action is required